

## **The Tempe Way**



### **MISSION:**

To make Tempe the best place to live, work and play.

### **VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **REVENUE COMPLIANCE OFFICER I/II**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of office and field work in collecting revenues due to the City and to investigate and ensure compliance with the privilege (sales) tax and licensing codes.

### **Supervision Received and Exercised:**

Receives general supervision from the License & Collections Supervisor or from other supervisory or management staff.

### **Distinguishing Characteristics:**

#### **Revenue Compliance Officer I**

The Revenue Compliance Officer I is the entry-level class in the Revenue Compliance Officer series. This class is distinguished from the Revenue Compliance Officer II by the performance of more routine tasks and duties assigned to positions within the series.

#### **Revenue Compliance Officer II**

The Revenue Compliance Officer II is the full journey level class within the series. Employees within this class are distinguished from the Revenue Compliance Officer I by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Revenue Compliance Officer II level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

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Duties may include, but are not limited to, the following:

- Monitor records of tax payments and receivables to determine and locate delinquencies and discrepancies; contact taxpayers and citizens who are delinquent to determine liability for amount owed; collect delinquent payments or make acceptable agreements for payments.
- Research and review a variety of source documents to identify and license unlicensed business operators within the city and unreported privilege liabilities.
- Conduct field investigations of new businesses and construction contracting activity to ensure compliance with tax and license codes and for the collection and enforcement of the Tax code.
- Generate notices and letters regarding delinquencies and deficiencies in payment; file tax liens or claims with bankruptcy court for outstanding balances; act on business and personal information for the preparation, filing, and monitoring of bankruptcy claims.
- Contact local businesses to determine if privilege licenses have been obtained or to resolve special collection problems; identify new businesses subject to taxation as sources of revenue.
- Post and remove Arizona Liquor Board notices and applications for City liquor licenses; investigate changes in liquor license status; assist in application processing; and gather information for prosecution of liquor law violations.
- Prepare and maintain a variety of statistical reports on research, collections, inspections, licensing, field and office activities; analyze reporting trends for collection determination and audit referrals.
- Contact taxpayers for collection of taxes and license fees; follow up on unreported tax liabilities; prepare estimated assessments and/or tax liens; establish and follow up on payment plans.
- Review business listing and other source documents for compliance with City ordinances; research payment histories of active and inactive accounts and establish accuracy of account balances.
- Conduct nationwide skip tracing to locate delinquent tax accounts; assist City department with skip tracing and revenue collection activities.
- Research and recommend goals and objectives for City's Taxpayer Education Program; participate in City and State sponsored tax seminars, and other oral presentations to specific taxpayer groups upon request; and responsible for distributing taxpayer educational material other location.

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- Coordinate revenue collection and licensing activities with audit activities and with the City Attorney's office; research and identify possible underreporting of taxes for referral to Tax Audit for issuance of formal audits; investigate business activity for audit or assessment purposes.
- Respond to requests for information from the public regarding waiver and refund request and reporting amendments and correction; explain licensing, tax requirements, and taxpayer rights to the businesses and general public; assist taxpayers in the completion of required forms and applications; respond to urgent requests to investigate situations involving questionable taxable business practices.
- Develop and recommend modifications to the collection system.
- Attend special events meetings to coordinate that licensing of vendors.
- Perform related duties as assigned.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Revenue Compliance Officer I

One year of responsible experience in licensing compliance, tax compliance, and/or tax revenue collection experience, including public contact.

Revenue Compliance Officer II

Two years of responsible experience in licensing compliance, tax compliance, and/or tax revenue collection experience, including public contact.

**Training:**

Revenue Compliance Officer I

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, accounting, or a related field. An Associate's degree is highly desirable.

Revenue Compliance Officer II

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Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, accounting, or a related field. An Associate's degree is highly desirable.

**Licenses/Certifications:**

Both levels may require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 1485/1486**

**Salary Range: 23/25**

**Compensation Plan: P40/Regular**

**FLSA: Non-Exempt**